



Department of Medical Assistance Services
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MEDICAID PROVIDER MANUAL UPDATE

TO: All Managed Care Organizations and Providers of Mental Health Clinic Services participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 2/12/08

SUBJECT: Update to the Mental Health Clinic Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, VI, & Appendix C of the Mental Health Clinic Provider Manual. These changes are related to new Substance Abuse (SA) Medicaid covered services. The attached table shows the changes to the manual. Please download the new chapters to insert into your Provider Manual and retain the attached table.

Amendments to Appendix C

- Provides information on the prior authorization process for SA services.
- Provides clarification on non-covered EPSDT services.

Amendments to Chapter II

- Provides clarification on provider enrollment and the use of National Provider Identifier (NPI) numbers.
- Provide clarification on termination of a provider's participation in Medicaid.

Amendments to Chapter IV

- Provides clarification on provider qualifications for outpatient psychiatric and SA services.
- Adds information on discharge criteria for SA services.
- Provides clarification on service limits for both outpatient psychiatric and SA services.

Amendments to Chapter VI

- Provides clarification on utilization review process.
- Added SA services to the appeals process language.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>.

The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

Attached Number of Pages: (1)

MENTAL HEALTH CLINIC PROVIDER MANUAL

REVISION CHART

January 25, 2008

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	1/25/08
Chapter IV	Chapter IV		Entire Chapter	1/25/08
Chapter VI	Chapter VI		Entire Chapter	1/25/08
Appendix C	Appendix C		Entire Section	1/25/08

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter VI	Old Chapter VI	New Chapter VI	
Appendix C	Appendix C	New Appendix C	